

POSITION GUIDE  
NONAPPROPRIATED FUNDS

JOB NUMBER

FLSA: Non-exempt

TITLE: Lead Desk Clerk

PAY PLAN/SERIES/LEVEL - NF-1176-2

MAJOR DUTY DESCRIPTION:

Makes reservations for incoming guests based on room availability. Interviews incoming guests to determine room assignment. Assists clientele in the completion of required forms and registration cards. Answer questions pertaining to rules and regulations governing the assignment and use of quarters; issues room keys. Provides statement of non-availability when applicable. Posts registration information on the registration card. Orients guests concerning use of facilities and equipment, and other facilities available on post. Computes charges for guests checking out, receives payments and room keys; renders receipts. At end of shift, accounts for and secures cash.

Conducts on-the-job training and instruction of desk clerks. Demonstrates work methods, provides work related guidance, ensures materials and equipment are available. Resolves routine work related problems.

QUALIFICATION REQUIREMENTS:

Two years experience with a property management system in hotel environment and prior work experience as a desk clerk. Ability to add, subtract, multiply and divide at the level necessary to complete required reports and use a computer for word processing or data entry. Good verbal communication and customer service skills.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required.